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T.R.A. DOCKET ROOM

July 27, 2005

Eddie Roberson, Chief  
Consumer Services Division  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

RE: vCustomer Application

Dear Mr. Roberson:

This letter is in support of vCustomer taking over the telephonic relay services for the deaf that MCI has been providing the past few years. We have been thoroughly briefed on this transition and on vCustomer's background in the telecommunications industry. As a result, we both confident and convinced that the change will not have any adverse effect on the services our deaf and hard of hearing clients have been accustomed to receiving while using the Tennessee Relay Service. Additionally, it appears that these services will either remain the same or be improved from the current model. We urge TRA to approve their request to manage these services.

Sincerely,

Les Hutchinson, Ph.D.  
President & CEO

**From:** "Daniel Mobley" <mobleyd@k12tn.net>  
**To:** <Miki Murphy@state tn.us>  
**Date:** 7/26/2005 2 45 28 PM  
**Subject:** MCI Transition to vCustomer

Miki,

This is Daniel Mobley, principal and technology coordinator at the West Tennessee School for the Deaf in Jackson, and I want to verify that Michael Lozynsky presented the vCustomer video presentation to Mrs Barbara Bone and I on June 14, 2005. He answered all of our questions about the transition and did a great job

Thanks,

Daniel Mobley

**CC:** "Michael L. Lozynsky" <Michael Lozynsky@mci.com>

Paul M. Robertson, Jr.  
PO BOX 5678  
Sevierville, TN 37864

June 20<sup>th</sup> 2005

Mr. Eddie Roberson  
Consumer Services Division  
TRA  
400 James Robertson Parkway  
Nashville, TN 37242 0505

Mr. Roberson,

I am writing to inform you that We, Tennessee Association of the Deaf (TAD) members still support the IP-Relay (as known former MCI) under new company called vCustomer company that we shall continue to use their service until end of the contract with revising the name

If you have any question, Please contact me at [PMRjrTAD@comcast.net](mailto:PMRjrTAD@comcast.net) or call me at 865-291-9014.

Sincerely,

Paul M. Robertson Jr.  
TAD President

**From:** <ISDMEMPHIS@aol.com>  
**To:** <Miki.Murphy@state.tn.us>  
**Date:** 7/26/2005 9:32:16 AM  
**Subject:** Re: MCI to V-Customer

Hi, Miki

Just a note to let you know that our Staff and the people we serve who were here when Mike Lozynsky presented regarding the transition from MCI to V-Customer all seemed to be very impressed with the opportunities available through V-Customer to upgrade the relay services and to see new added services as well.

From what I have heard, they seem to have an excellent track record and we are excited about their addition to services available to Tennesseans who are Deaf, hard of hearing, and deaf/blind. Thanks for allowing me to provide input.

Ron Aven  
Executive Director  
Interpreting Service for the Deaf, Inc.

**CC:** <Michael.Lozynsky@mci.com>